

DES-ESS PROVIDER STAR RATINGS

JUNE 2022

The Disability Employment Services Star Ratings system measures the relative success of providers in achieving outcomes for job seekers taking part in the program. Job seekers and employers can use star ratings to help them choose the right provider for them. Ratings are from one to five stars, with one being the lowest, and five being the highest.

<https://www.dss.gov.au/disability-and-carers-programs-services-disability-employment-services/published-des-star-ratings>

The Star Percentage describes how far above or below the average performance is.

Distribution of DES Star Ratings		
5 stars	+40 or higher	40% or more above average
4 stars	Between +20 and +39	20% above to less than 40% above average
3 stars	Between +19 and -19	20% below average to less than 20% above average
2 stars	Between -20 and -49	Higher than 50% below average to less than 20% below average
1 star	-50 or lower	50% or more below the average

The Threshold for Calculating and ESS Star Rating for an Employment Service Area (ESA)

A minimum of 20 participants (combined) in the denominators for the measures:

- 13-week full outcomes (minimum 5 Participants)
- Ongoing support

Organisation Name	Average Rating	Average Percent	ESAs without Star Ratings	ESAs with Star Ratings
Jobsupport	5	+87.8	0	14
NOVA Employment	5	+78.1	0	8
AFFORD Employment	5	+68.5	0	4
Jobmatch Employment	5	+68	0	1
IDEAL Placements Assoc Inc	5	+64	0	1
Castle Personnel Services Ltd	4.7	+63.3	0	3
Global Skills	4.5	+52.5	0	2
WDEA Works	4.3	+37.2	0	10
Multiple Solutions	4.3	+32	0	3
Tursa Employment & Training	4.1	+36.4	0	16
The Personnel Group Ltd	4.1	+34.2	0	12
Axis Employment	4	+36.6	0	8
Barkuma Employment	4	+35.7	1	3

Organisation Name	Average Rating	Average Percent	ESAs without Star Ratings	ESAs with Star Ratings
Mission Australia	4	+28.3	0	4
Bizlink Incorporated	4	+25.5	0	2
UnitingCare Community	4	+25	0	1
Kimberley Personnel Inc	4	+23	0	1
Myhorizon	4	+23	0	1
Omnia Inclusive Employment Solutions Ltd	3.9	+29.7	1	7
Community Bridging Services (CBS) Inc.	3.9	+28.3	0	9
The Disability Trust	3.8	+37.6	0	5
APM Employment Services	3.7	+27	0	92
Nexus Human Services Incorporated	3.5	+16.2	0	6
OCTEC Limited	3.5	+13.6	0	55
Working Communities Network (Consortium)	3.4	+13.6	0	17
Sureway Employment and Training Pty Ltd	3.3	+11	0	21
Vision Australia Limited	3.3	+4	0	10
MAX Employment	3.1	+1.7	0	54
WISE Employment Ltd	3.1	+1.6	0	43
Mai-Wel LabourForce Solutions	3	+18	0	1
Prestige Employment Solutions Pty Ltd	3	+12	0	1
EDGE Employment Solutions	3	+10.3	0	3
Deaf Services Australia	3	+5.3	0	3
Breakthru	3	+4	0	2
CoAct	3	+3.2	0	48
ECHO Australia Inc	3	+1.3	0	4
NQ EMPLOYMENT	3	-0.5	0	2
Sign For Work	3	-0.5	0	2
Royal Society for the Blind of South Australia Incorporated	3	-1.3	3	6
Outlook Employment	3	-3	0	1
Asuria (formerly PeoplePlus Australia)	3	-3.6	3	29
BEST Employment Limited	3	-4	0	3

Organisation Name	Average Rating	Average Percent	ESAs without Star Ratings	ESAs with Star Ratings
Joblink Plus	3	-4.2	0	5
Enterprise & Training Company Limited	3	-5	0	1
Jobfind	3	-6.3	0	8
Autism Association of Western Australia (Inc)	3	-6.5	0	2
Your Employment Solutions	3	-9	0	1
Epic Employment Service Inc	2.9	-4.3	0	17
HELP ENTERPRISES LIMITED	2.9	-5.3	0	8
MatchWorks	2.9	-7.2	0	36
VERTO LTD	2.9	-9.9	0	7
CVGT Australia Ltd	2.8	-6.3	0	18
Ostara Australia	2.8	-10.6	0	5
Mobo Group Australia	2.8	-12	0	4
Access Australia Group	2.7	-12.3	0	3
Maxima Training Group (Aust) Limited	2.6	-12.3	0	16
Atwork Australia Pty Ltd	2.6	-15.1	1	61
CPL - Choice, Passion, Life	2.6	-15.3	0	16
Essential Personnel	2.5	-7	0	2
DSA Employment Solutions	2.5	-10	0	4
Gold Coast Employment Support Service Inc	2.5	-12	0	2
BUSY Ability	2.5	-12.5	0	6
Olympus Solutions Limited	2.5	-17.5	0	10
Flourish Australia Services	2.5	-18.1	0	11
Key Employment Association Limited	2.5	-20	0	4
The Salvation Army Employment Plus	2.5	-23.1	0	8
Ability WA	2.5	-27.5	0	2
Uniting (Victoria and Tasmania) Limited	2.4	-20.3	1	9
AimBig Employment	2.4	-20.7	0	24
Joblife Employment	2.4	-23.7	0	25
STEPS Group Australia Ltd	2.3	-20.4	0	7

Organisation Name	Average Rating	Average Percent	ESAs without Star Ratings	ESAs with Star Ratings
Job Prospects	2.3	-23	0	22
St John of God Accord	2.3	-29	0	4
Status Employment Services	2.2	-25.3	1	10
Campbell Page Limited	2.2	-27.2	0	18
Settlement Services International Ltd	2.1	-28.5	0	8
LEAD - Live, Experience, Access and Develop.	2.1	-34.9	2	7
Kuditj	2	-25	0	1
Expression Employment	2	-28	0	1
ProActiv People Solutions Pty Ltd	2	-28.8	0	4
Connect2 Employment	2	-29	0	1
Forrest Personnel Ltd	2	-32.8	0	4
Sandbag - Sandgate and Brackenridge Action Group Inc	2	-40	0	1
Complete Personnel	2	-43	0	1
Tailored Lifestyle Connections	2	-46	0	1
Gforce Employment Solutions	1.8	-30	0	4
My Pathway	1.8	-33.2	0	5
Greenlight hc	1.7	-44.7	0	3
Real Futures	1.7	-48.7	0	3
Jobs Australia Enterprises Ltd	1.5	-43	0	2
QITE (Quality Innovation Training and Employment)	1	-50	0	1
RECLINK AUSTRALIA	1	-51	0	1
Access Community Services Limited	1	-61.8	0	4
Nirrumbuk Enterprises Pty Ltd	1	-64	0	1
Bridges Health & Community Care Ltd	1	-73	0	3